

# **KENTUCKY TRANSPORTATION CABINET**

## **STRATEGIC PLAN**

### **Overview**

The Kentucky Transportation Cabinet is committed to meet or exceed the needs and expectations of our customers. Our focus is on people –our customers, our employees, and our partners.

We will continually improve both the delivery of our products and services and the processes which support that delivery. As we progress through the 21<sup>st</sup> century, we recognize that change is inevitable. We will strive to manage that change to the benefit of all our stakeholders.

### **Our Vision**

Working together to lead the Southeast in providing a transportation infrastructure and transportation services for the 21<sup>st</sup> century that deliver new economic opportunities for all Kentuckians.

We will measure results. We will learn from our successes, our failures, and the experiences of others. We will benchmark our performance and our key processes against both government and private sector organizations. We will continually strive to serve our customers more effectively and efficiently.

### **Our Mission**

To provide a safe, efficient, environmentally sound and fiscally responsible transportation system that delivers economic opportunity and enhances the quality of life in Kentucky.

This is our fundamental purpose and how we serve the citizens of the Commonwealth.

# **Our Goals and Objectives**

## **1. Improve Mobility and Access**

We commit to maintain and operate a safe and efficient transportation system for all Kentuckians. We will:

- Reduce the number of transportation-related fatalities and injuries through cooperative engineering, education, enforcement and emergency response.
- Preserve and renew our transportation system infrastructures
- Improve traffic flow and freight movement
- Improve motor vehicle licensing and permitting service to customers

## **2. Deliver Economic Opportunities**

We recognize that economic opportunities improve the standard of living and quality of life for all Kentuckians. We will:

- Improve and expand Kentucky's transportation systems
- Maximize intermodal freight opportunities on our roads, rivers, air corridors and railroads
- Promote sound environmental practices
- Support all modes of passenger transportation
- Enhance the beauty of Kentucky's highways

## **3. Continually Improve Organizational Performance**

We constantly strive to do better...to learn from our experience and the experience of others. We will:

- Attract, develop, involve, and retain a qualified and diverse workforce
- Develop transparent, fair and consistent administrative and personnel procedures
- Foster a professional, efficient and effective management structure
- Ensure fiscal resources are properly managed and protected
- Apply technology to improve organizational effectiveness and efficiency

## **4. Strengthen Customer and Stakeholder Relationships**

We appreciate what is important to our customers, and we value their involvement in what we do. We will:

- Ensure fairness, consistency and competitiveness in our contracting procedures
- Communicate accurate and timely traffic information to motorists and emergency responders
- Identify and participate in new federal partnership opportunities
- Continually incorporate strong ethical standards in everything we do

## **Our Values**

We believe in:

- Satisfying our customers
- Leadership
- Integrity
- The highest quality in all we do
- Using taxpayer's money wisely
- Continuous improvement and learning
- Employee participation, development and opportunity
- Listening
- Systematic problem solving
- Measuring our results

## **Our Policy**

The Kentucky Transportation Cabinet is committed to continuous improvement. We will promote a culture where employees are involved, where customers are pleased, where teamwork is the norm, and where measurement of performance is essential. We will always strive to be better tomorrow than we are today.

This Strategic Plan can be located online at:  
<http://personnel.ky.gov/gsc/strategicplan/agencysp.htm>